

Dialog 4186 High

Analog Telephone for MD110 Communication System

User Guide



EN/LZT 103 72 R1A

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Welcome

Welcome to the user guide for the *Ericsson Dialog 4186 High* phone, in the Ericsson MD110 Communication System from Ericsson. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

There is a line of telephones designed for easy use in every situation to take full advantage of these advanced features and facilities.

Some markets use differing codes for some functions. In this guide, all functions are described using the most common code. The markets and their differing code is shown as a side note.

The user guide describes the facilities of the *Ericsson Dialog 4186 High* phone as it is programmed at delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this user guide can be downloaded from:
<http://www.ericsson.com/enterprise/>

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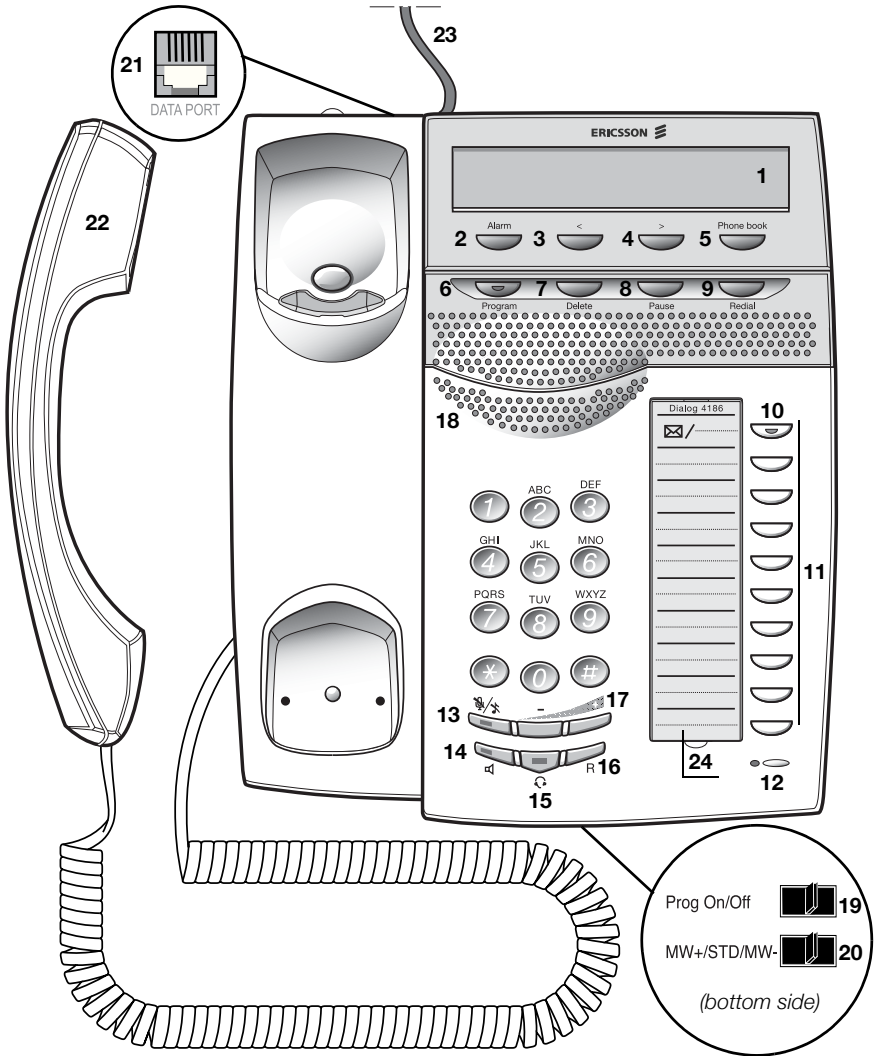
Declaration of Conformity

Hereby, Ericsson Enterprise AB, S-131 89 Stockholm, declares that this telephone is in conformity with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC.

Details to be found at:

<http://www.ericsson.com/sdoc>

Description



- 1 Display**
2x24 characters. Indicates call duration and date and time. See section “[Display information](#)” on page 9.
- 2 Alarm**
To set, confirm or view an alarm. See section “[Alarm Clock](#)” on page 62.
- 3 Scroll left**
Scroll left in redial memory, menus and Phone book.
- 4 Scroll right**
Scroll right in redial memory, menus and Phone book.
- 5 Phone book**
Access the Phone book. See section “[Phone Book](#)” on page 35.
- 6 Program**
 - a. To activate the programming mode.
 - b. To show the duration of the last incoming call. See section “[Call Timer](#)” on page 34.
- 7 Delete**
 - a. To delete the last entry. Also used as backspace function.
 - b. To cancel an alarm. See section “[Alarm Clock](#)” on page 62.
- 8 Pause**
Insert a pause if you have to wait for dial tone. Also used to snooze an alarm. See sections “[Wait for dial tone](#)” on page 17, “[Pause length](#)” on page 78 and “[Alarm Clock](#)” on page 62.
- 9 Redial**
Last number redial. The 20 last dialed numbers are stored for redialling. See section “[Last Number Redial](#)” on page 18.
- 10 Message Waiting lamp**
A flashing light indicates a waiting message. See section “[Messages](#)” on page 54.
- 11 Programmable keys (function keys)**
Ten keys for storing frequently called numbers. You can store two numbers per key (first level and second level). See sections “[Dial By a Function Key](#)” on page 24 and “[Set the number of programmable keys](#)” on page 76.
- 12 Microphone**
Used for handsfree conversation.

13 Mute

- a. Switch microphone on or off. See section “[Mute](#)” on page 31.
- b. To switch off the ring signal in idle mode or when ringing. See sections “[Silent ring](#)” on page 15 and “[Mute ring signal](#)” on page 15.

14 Loudspeaker on/off

Switch loudspeaker on or off. See section “[During Calls](#)” on page 30.

15 Headset key

Activate headset. See section “[Headset \(optional\)](#)” on page 83.

16 R-key

Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 30.

Note: Sometimes it is required to change the flash time for the R-key, see section “[Flash time](#)” on page 77.

17 Volume control

To adjust the volume. See section “[Handset, headset and loudspeaker volume](#)” on page 70.

18 Loudspeaker

19 Prog On/Off switch

Enable or disable the program key. See section “[Enable/Disable function key programming](#)” on page 82.

20 Message Waiting switch

Switch Message Waiting indication on or off. Also used to reverse the polarity in case of crossed line cables. See section “[Message Waiting indication](#)” on page 82.

21 Data port

For connection of a modem, PC or other phone equipment.

22 Handset with hearing aid function

Please note: The handset may attract and retain small metal objects in the earcap region.

23 Power adapter connection

24 Designation card

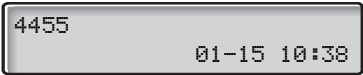
Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for MD110 Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.

Display information

The display gives you visual feedback on all actions that you perform. The size of the display is 2x24 characters.

Idle phone

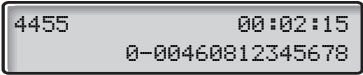
When your phone is idle, the upper line shows your extension number (if programmed, see section “[Telephone ID](#)” on page 75). The lower line shows the date and the time.



Note: You can set different formats for the date and time, see section “[Date and Time](#)” on page 73.

During a call

During a call, the display shows the Call Timer on the upper line to the right. If you initiated the call, the dialed number will appear on the second line to the right:



During programming

Furthermore, your display assists your actions during programming and shows the activated menu, for example:














Tones and signals

The following different tones and signals are sent from the exchange to your phone.




Tone characteristics

The tones shown in this section are the most used tones worldwide. Many markets use a differing tone for one or more situations.

Dial tone	
Special dial tone	
Ring tone or queue tone	 every 4 seconds
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	 every 15 seconds (to all parties)
Verification tone	
Warning tone, expensive route	

Ring signals

Three different ring signals inform you about the type of the incoming call. The signals shown in this section are the most used signals worldwide. Many markets use signals that are adapted for the local standards. If you get a signal that is not described or you cannot identify, ask your system administrator.

Internal ring signal	
External ring signal	
Recall signal (Callback reminder)	

Free Seating (optional)

The Free Seating function is used for persons who have an office extension number but no phone set of their own. For example, flexible office workers, persons mostly working outside the office, etc. As a Free Seating user and working from the office, you logon to any free phone set that temporarily will be assigned with your extension number and your system authorities.



*** 1 1 ***



To log on

Lift the handset.

Dial.

Enter the authorization code and press.

Enter your phone number and press.

Replace the handset to finish the procedure.

The display shows your phone number.

Note: An earlier version of the Free Seating function uses another procedure: To log on, dial *** 1 0 *** extension No. **#**.



1 1



To log off

Lift the handset.

Dial.

Replace the handset to finish the procedure.

Note: An earlier version of the Free Seating function uses another procedure: To log off, dial **# 1 0 #**.

Incoming Calls

Answer calls

A ring signal indicates an incoming internal or external call. You can see the duration of incoming calls, see section “[Call Timer](#)” on page 34.

Note: To answer calls via the headset, see section “[Headset \(optional\)](#)” on page 83.

To answer an incoming call:



Lift the handset.



Handsfree

Press without lifting the handset.

You are connected to the caller via the loudspeaker and microphone.



Press to terminate a handsfree call.

On another extension

You can answer a call to another extension from any phone in your office.



Lift the handset and call the ringing extension.

You receive busy tone.

8

Press.

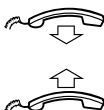
Note: France, press **4**; Sweden, press **6**

Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting on your phone. You have two options.

Option 1:

Finish the ongoing call:



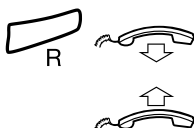
Replace the handset.

The new call will be signalled on your phone.

Lift the handset to receive the new call.

Option 2:

Ask your conversation partner to wait:

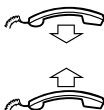


Press and replace the handset.

The waiting call will be signalled on your phone.

Lift the handset to receive the new call.

After finishing the new call:



Replace the handset.

Your first call will be signalled on your phone.

Lift the handset to receive the first call again.

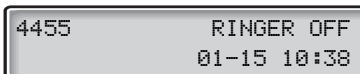


Mute ring signal

If the phone rings at an inconvenient moment:

Press to suppress the ringing.

The ring signal will silence. The Loudspeaker key is flashing and the display shows:



Note: *When a headset is connected, both the Loudspeaker key and the Headset key are flashing.*

The display will toggle between RINGER OFF and INCOMING CALL. When the calling person hangs up, the Mute key lamp flashes and the display steadily shows RINGER OFF, i.e. the phone is set for Silent ring (see below).

Press any key to turn the ring signal on again.

Silent ring

If you do not want to be disturbed by the ring signal but still want to be able to answer an incoming call, you can switch off the ring signal.



Press to switch off the ring signal.

The display shows RINGER OFF, and the Mute key lamp flashes to indicate silent ringing. The ring signal will automatically be switched on the next time you lift the handset or press any key.

Outgoing Calls

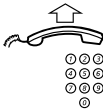
Make calls

Notes:

To make calls via the headset, see section "[Headset \(optional\)](#)" on page 83.

You can see the duration of outgoing calls, see section "[Call Timer](#)" on page 34.

How to make internal and external calls.



Lift the handset and dial either:

An extension number to make an internal call.

Or:



The digit or digits to get an external line and the external number.

Note: Which digit to press for external call access, depends on the configuration of the system.



Replace the handset to end the call.

Notes:

You can make your calls faster, using Common Speed Dialing numbers and by programming your own Speed Dialing numbers, see section "[Speed Dialing](#)" on page 23.

If you receive a queue tone when the digit or digits to get an external line are dialed (optional function Least Cost Routing is used in the system), keep waiting. Once a line becomes free, you will receive a dial tone. If a warning tone is heard, the selected line is marked "Expensive".



Handsfree

With the handset on hook.

Press without lifting the handset.



Dial the number.

You are connected to the caller via the loudspeaker and microphone.



Press to terminate a handsfree call.

Wait for dial tone

Sometimes it is required to wait for a new dial tone after dialing the prefix digit when making an external call. In such situations, you must store the pause for a new dial tone into the number:



Press.

Note: You can program the length of a pause, see section [“Pause length”](#) on page 78.

Number presentation restriction

If you do not want your name and number to be displayed to the person you are calling, you can use the following procedure.

Notes:

This function is only available in newer versions of the exchange, and it might be blocked for use on your extension (programmed by your system administrator).

The number presentation restriction is only valid for the ongoing call, i.e. the procedure has to be repeated the next time you want to use it.



Lift the handset.

*** 4 2 #**

Dial and wait for a new dial tone.



Dial the number.

Your name and number is not indicated on the called person's display.

Individual External Line

To make a call on a specific external line:



*** 0 ***

Lift the handset.



Dial.

Dial the individual external line number and press.



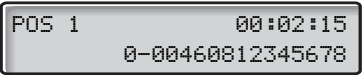
Dial the digit or digits to get an external line and the external number.

Last Number Redial

When you initiate a call (internal or external) the phone automatically stores all the dialed digits, irrespective of whether the call was successful or not.

Your phone stores the last 20 dialed numbers. The call position and the Call Timer record for each number is also stored. Stored numbers can consist of maximum 24 digits. If you have dialed the same number more than one time, this number will only be saved once.

The last dialed number is always the first one that appears in the display when you press the Redial key, for example:



POS 1 means that the number is stored at the first position.

Note: To redial a number that incorporates a wait for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the Pause key at the proper place in the number. See section “Wait for dial tone” on page 17.



Redial

Press.

The display shows the last dialed number. If you are looking for another number, use the Scroll keys to find the required number.



Lift the handset to redial the number.

Last External Number Redial

When you initiate an external call the system automatically stores all the dialed digits, irrespective of whether the call was successful or not.

Note: To redial a number that incorporates a wait for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the Pause key at the proper place in the number. See section "[Wait for dial tone](#)" on page 17.



Lift the handset.

Press to redial the last dialed external number.

Note: Finland and Sweden, dial *** * 0**

When you receive a busy tone

If you call an extension and receive a busy tone or get no answer or all external lines are busy you can use these methods:

Callback

If a called extension is busy or there is no answer:

6

Press.

Note: France, Finland and Sweden, press **5**



Replace the handset to finish procedure.

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the extension.

Note: Callbacks can be activated on several extensions at the same time.

If all external lines are busy (after dialing the digit or digits to get a line):

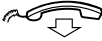
6

Press.

Note: *France, Finland and Sweden, press 5*



Dial the external number and press.



Replace the handset to finish procedure.

When an external line becomes free, you will be called back (recall ring signal). You have to answer within eight seconds, otherwise the Callback service is cancelled.



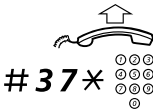
Lift the handset when you are called back.

The system calls the external number.

Note: *Only one Callback can be activated on a busy external line.*

Cancel any single Callback

Lift the handset.



Dial and enter the extension number.

Note: *To cancel a single Callback on a specific external line, dial the digit or digits to get a line instead of the extension number.*



Press and replace the handset.

Cancel all Callbacks

Lift the handset.



3 7

Dial.



Replace the handset.

Activate Call Waiting

If you urgently wish to contact a busy extension or external line, you can notify it by a Call Waiting signal.

5 Press.

Note: *France and Finland, press 6; Sweden, press 4*

Keep handset off hook. When the called extension or the external line becomes free, it will be called automatically.

Notes:

The Call Waiting function might be blocked for use on your extension (programmed by your system administrator).

If Call Waiting is not allowed you will continue to receive a busy tone.

Intrusion on a busy extension

You can intrude on an ongoing call on a busy extension.

4 Press.

Note: *France and Sweden, press 8*

Before the Intrusion is executed, a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

Notes:

The warning tone might be disabled for your system.

The Intrusion function might be blocked for use on your extension (programmed by your system administrator).

If Intrusion is not allowed, you will continue to receive a busy tone.

✱ 4 4 ✱



#



4

Intrusion on a busy external line

You can intrude on an ongoing call on a busy external line.

Dial and enter the individual external line number.

Press and dial the digit or digits to get an external line.
Busy tone.

Press.

Note: *France and Sweden, press 8*

Before the Intrusion is executed, a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

Notes:

The warning tone might be disabled for your system.

The Intrusion function might be blocked for use on your extension (programmed by your system administrator).

If Intrusion is not allowed you will continue to receive a busy tone.

Bypass

If this function is allowed from your extension, you can bypass an; *activated Diversion, activated Follow-me or activated Absence information* on a specific extension.



✱ 6 0 ✱



#

Lift the handset.

Dial and enter the extension number.

Press and wait for answer.

Speed Dialing

Common Speed Dialing numbers

By using common Speed Dialing numbers, you can make calls simply by pressing a few keys. The common Speed Dialing numbers consist of 1–5 digits and are stored in the exchange (by your system administrator).



Lift the handset and dial the common Speed Dialing number.

Individual Speed Dialing numbers

You can program up to ten frequently used phone numbers on the digit keys 0–9 and use them as individual Speed Dialing numbers (if this function is allowed).

Note: In Finland, up to nine numbers, keys 1–9.

To use:



Lift the handset.

*** * (0 – 9)**

Dial and press the relevant digit.

Note: Finland, dial * * (1 – 9); Sweden, dial (0 – 9) #.

To program and alter individual Speed Dialing numbers:



Lift the handset.

*** 5 1 * (0 – 9)**

Dial and press the selected digit.

Note: Finland, dial * 5 1 * (1 – 9).



Press and dial the phone number.

The digit or digits to get an external line, must be added before external phone numbers.



Press and replace the handset.

Note: The programmed number may consist of a maximum of 20 digits plus *, which indicates the second dial tone from the public network.



5 1 * (0 - 9)

To erase one programmed number:

Lift the handset.

Dial and press the selected digit.

Note: *Finland, dial # 5 1 * (1 - 9)*



Press and replace the handset.



5 1

To erase all programmed numbers:

Lift the handset.

Dial.



Replace the handset.

Dial By a Function Key

You can program and activate directory numbers (extensions and Common Speed Dialing numbers) on the programmable keys.

It is possible to store up to 20 numbers (two numbers/key) and the number can consist of maximum 24 digits. See section "[Set the number of programmable keys](#)" on page 76.



Lift the handset.

Wait for dial tone.

Head Office



Press to make a call (pre-programmed).

Note: *To dial a number that is stored on the second level, press the pre-programmed key twice.*

Program

Notes:

Make sure that the programming slide switch is set to the "Prog On" position. See section "[Enable/Disable function key programming](#)" on page 82.

The Message Waiting key is treated as a normal programmable key.



How to program a directory number on the programmable keys:

Press.

Press a programmable key.

Note: *To store a number on the second level, press the programmable key twice.*

If a number is already stored, it is displayed (example):



Dial the number.

You can use any directory number, e.g. a Common Abbreviated Number or a colleague's extension number. You can also store a pause (multiple pauses possible), the R-key function or any code that contains * or #.

A previously stored number is automatically erased. If you want to erase a number, press the Delete key repeatedly and save without a telephone number.

To store a number that incorporates a wait for a new dial tone, see section "[Wait for dial tone](#)" on page 17.



Press to save and exit.

Notes:

You can remove the transparent cover in order to write the names beside the keys.

Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for MD110 Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.



Checking stored numbers

To see a programmed directory number on a programmable key:

Press.

Press a programmable key.

Note: If your phone is set up for 20 numbers; One press will display the number on the first level, a double press will display the number on the second level.

Press to save and exit.

Authority

Data privacy

Data privacy allows you to make a call without any disturbances, i.e. Intrusion. This function is automatically cancelled when the call is finished.



To order:

Lift the handset.

***41#**

Dial and enter the number.

Do not disturb, DND

When you activate DND, calls to your extension are not indicated. Outgoing calls can be made as usual.

***27#**

Dial to activate.

Special dial tone.

or.

#27#

Dial to deactivate.



Replace the handset to finish activation/deactivation.

Authorization code, common (optional)

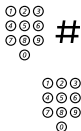
If you are assigned to use a common authorization code (1 to 7 digits) you can temporarily change any used phone within the exchange to the authority level connected to this code. You can use the code for one call only or you can open the phone to some calls and lock it when leaving the phone.



To use for a single call:

Lift the handset.

Dial.



Enter authorization code and press.
Verification tone.

Dial the digit or digits to get an external line and the external number.



To open an extension for some calls:

Lift the handset.

Dial.



Enter authorization code and press.
Verification tone.



To lock an extension:

Lift the handset.

Dial.



Enter authorization code and press.
Verification tone.

Authorization code, individual (optional)

If you are assigned to an individual authorization code (1 to 7 digits, affiliated to your own extension) you can lock your own extension to a common authority level, e.g. when out of the office. You can also temporarily change any other used phone within the exchange to the same authority level as you have on your own phone. The individual code can be changed from your own extension.



76



To lock your phone:

Lift the handset.

Dial.

Enter authorization code and press.

Verification tone.



75



To make calls with your authority level when your phone is locked:

Lift the handset.

Dial.

Enter authorization code and press.

Verification tone.

Dial the digit or digits to get an external line and the external number.



#76*



To open your phone:

Lift the handset.

Dial.

Enter authorization code and press.

Verification tone.



75

To assign your own authority level to another phone:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



Dial your own extension number and press.

Verification tone.



Dial the digit or digits to get an external line and the external number.



74

To change your individual authorization code:

Lift the handset.

Dial.



Enter old authorization code and press.



Enter new authorization code and press.

Verification tone.

During Calls

Group listening (loudspeaking)

This function lets other people in your room listen to your phone conversation. You speak in the handset while the other party's voice is heard on the loudspeaker.



During an ongoing conversation:

Press to switch between loudspeaker and handset.

When the key lamp is lit, the other party's voice is heard on the loudspeaker.

Note: You can adjust the volume, see section "[Settings](#)" on page 70.



To finish a group listening call:

Press and replace the handset.

Group listening is cancelled and the call is ended.

From loudspeaking to handsfree



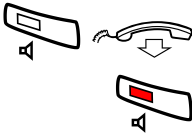
Replace the handset.

Handsfree conversation.

From handsfree to loudspeaking



Lift the handset and press.



Handsfree

Press and replace the handset.

Handsfree conversation.

Press to end the call.



From handsfree to handset

Lift the handset.

Conversation via the handset.

Mute



You have an ongoing conversation.

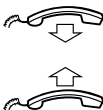
Press to switch the microphone on or off.

All microphones (handset, headset and handsfree) are deactivated. When the lamp lights, the caller will not be able to hear the conversation in your room.

Call Waiting

If you hear the Call Waiting tone during an ongoing conversation, another person is trying to contact you.

To terminate the ongoing call and answer the waiting call:



Replace the handset to finish the ongoing call.

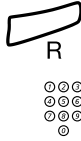
The waiting call is signalled on your phone.

Lift the handset to answer the new call.

Note: *The Call Waiting function might be blocked for use on your extension (programmed by your system administrator).*

Inquiry

You have an ongoing conversation and you would like to make an Inquiry to an internal or external party.



Press.

Dial tone. The first call is put on hold.

Call the third party.

When the other party answers, you can switch between the calls (Refer back), Transfer the call, create a Conference or end one of the calls.

2

Press to return to the first call.

Note: *Sweden, press R*

Refer Back

2

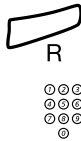
Press to Refer back to the other party.

The party you talk to is put on hold, the other party is connected.

Note: *Sweden, press R*

Transfer

You want to transfer an ongoing call.



Press.

Dial tone.

Call the third party.

You can transfer the call before answer or wait for answer.

Replace the handset.

The ongoing call is transferred.

Note: *If you have put more than one call on hold, the last call that was put on hold will be transferred. If the dialed extension is busy or Transfer is not allowed, your phone will ring again.*

Conference

With this procedure you can include up to seven parties in a conference. Only the conference leader can admit participants. During the conference, a tone will be heard every 15 seconds.

Note: *The conference tone might be disabled for your system.*

You have an ongoing conversation and want to establish a phone conference. You will become the conference leader.



Press.



Call the third party.

Wait for answer.

3

Press to establish a conference.

Repeat the procedure to include other persons to the conference.



Replace the handset to leave the conference.

On hold

You can temporarily put the ongoing call on hold. Calls put on hold can be resumed on your own or on another phone.



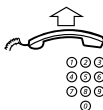
Press and replace the handset.

To resume the call on your own extension:



Lift the handset.

To resume the call on another extension:



Lift the handset.

Call the extension where the call was put on hold.

8

Press.

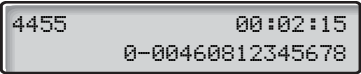
Note: *France, press 4; Sweden, press 6*

Call Timer

Your phone displays the duration of incoming and outgoing calls. You can turn the Call Timer on or off, see section “[Enable/Disable the Call Timer](#)” on page 79.

Outgoing calls

When you make an outgoing call, the Call Timer starts after 10 seconds, showing the duration of your call in the upper right line, for example:



When the call is finished the duration is displayed for 15 seconds.

Note: *If you enter additional digits after the initial 10 seconds, the timer will not restart.*

Additionally, the dialed number is stored in the Last Number memory, see section “[Last Number Redial](#)” on page 18.

Incoming calls

When you answer an incoming call, the Call Timer will start after the connection has been established.

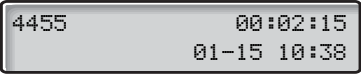
If you want to see the duration of your last call (idle phone):



Program

Press to view the call duration.

The call duration is shown in the upper right line, for example:



Program

Press to exit.

Phone Book

Your phone is equipped with a Phone book where you can store up to 50 entries (names and numbers). You can consult and change the Phone book via the Phone book key.

The Phone book lists all names in alphabetical order. You can freely add, delete, and edit names and numbers to the Phone book.

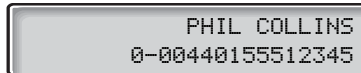
Phone book



Make a call via the Phone book

Press.

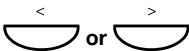
The display shows the first Phone book entry (example):



Press the key which has the first letter of the name you are looking for.

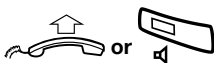
How to write text, see section [“Write text and numbers”](#) on page 36.

If you are looking for another entry:



Press to search the Phone book.

When the display shows the desired entry:



Lift the handset or press to make the call.

Note: If a headset is connected to your phone, you can also press the Headset key.

Write text and numbers

Below is explained how to write text and numbers, which is useful when you edit the names and numbers in the Phone book.

Example (to write SMITH):

The marked character is selected after a time out or when another key is pressed. When you have entered programming mode:

7 7 7 7

Press for S.

6

Press for M.

4 4 4

Press for I.

8

Press for T.

4 4

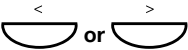
Press for H.



Press when the name is complete.

Control keys

While entering a name or a number you can use the following keys for control and navigation:



Press to move the cursor one step to the right or left.

1

Press to enter a space.



Press to enter a pause in a number.
See section “[Wait for dial tone](#)” on page 17.



Press to correct a wrong entry.

***Note:** Deletes the entire entry if held longer.*

Special characters

Use the keypad to enter letters and characters. Press a key once for the first letter or character, twice for the second, three times for the third, etc. The most common letters are printed above each key on the phone. All the available letters and characters are shown in the following table:

Phone key	Number of times to press the key							
	1	2	3	4	5	6	7	8
1	Space	-	.	1				
2	A	B	C	Ä	Å	Æ	Ç	2
3	D	E	F	È	É	3		
4	G	H	I	4				
5	J	K	L	5				
6	M	N	O	Ñ	Ö	Ø	Ô	6
7	P	Q	R	S	ß	7		
8	T	U	V	Ü	Û	8		
9	W	X	Y	Z	9			
0	0							
*	*							
#	#							

Example special characters:

- 8 To enter Ü press 8 (four times).**
- 1 time result T
 - 2 times result U
 - 3 times result V
 - 4 times result Ü

Add a name and a number to the Phone book

In idle mode:



Press.

Press.

The display shows:



Press.

The display is cleared, showing no digits or characters.

Enter the number.

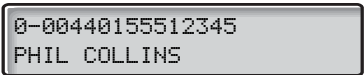
The number may have up to 24 digits.

Press.

Enter a name.

The name entry may have up to 24 characters. How to write text, see section "[Write text and numbers](#)" on page 36.

After the number and name have been entered, the display shows the complete entry (example):

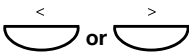


Press to save.



Press to exit programming mode.

or.



Press to continue programming in the Phone book.

Change a name and a number in the Phone book

In idle mode:



Press.



Press.



Press one time.

The display shows:

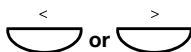


Note: You can toggle between NEW ENTRY, EDIT OR DELETE ENTRIES and EXIT by using the Scroll keys.



Press.

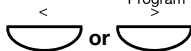
The display shows the first record (alphabetical order).



Press to select an entry.



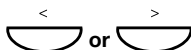
Press to edit the entry.



Press to move the cursor to the edit position.



Edit the number and press.



Press to move the cursor to the edit position.



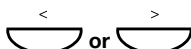
Edit the name and press to save.

How to write text, see section [“Write text and numbers”](#) on page 36.



Press to exit programming mode.

or.



Press to continue programming in the Phone book.

Delete a name and a number from the Phone book

In idle mode:



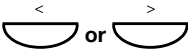
Press.

Press.

Press one time.
The display shows:



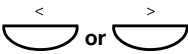
Note: You can toggle between NEW ENTRY, EDIT OR DELETE ENTRIES and EXIT by using the Scroll keys.



Press.
The display shows the first record (alphabetical order).

Press to select an entry.

Press to delete the entry.



Press to exit programming mode.

or.

Press to continue programming in the Phone book.

Call Forwarding

Diversion

If you do not want to be disturbed or will be out of the office, you can have all calls to your extension diverted to a preprogrammed answering position. During Diversion you will hear a special dial tone. You can still make calls as usual.

Diversion can be direct, on no answer, on busy or to another information service facility.

Order Direct Diversion from your own extension

The call is diverted to an individual position or up to three pre-determined common answering positions (depending on the type of the incoming call). Programmed by your system administrator.



*** 2 1 #**

Lift the handset.

Dial.

Note: U.K., dial *** 2 #**



Replace the handset.

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "[Internal Follow-me](#)" on page 44.



2 1

Cancel Direct Diversion from your own extension

Lift the handset.

Dial.

Note: U.K., dial **# 2 #**



Replace the handset.

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "[Internal Follow-me](#)" on page 44.



*** 2 1 1 #**

Lift the handset.

Dial to order.

Note: Finland and Norway, dial *** 6 1 #**



Replace the handset.

The incoming call is diverted after 3 signals.

To cancel:



2 1 1

Lift the handset.

Dial to cancel.

Note: Finland and Norway, dial **# 6 1 #**



Replace the handset.



***212#**

Diversion when caller receives a busy tone

Lift the handset.

Dial to order.

Note: *Finland and Norway, dial *67#*



Replace the handset.

To cancel:



#212#

Lift the handset.

Dial to cancel.

Note: *Finland and Norway, dial #67#*



Replace the handset.



***218#**

Lift the handset.

Dial to order.



Replace the handset.

To cancel:



#218#

Lift the handset.

Dial to cancel.

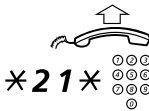


Replace the handset.

Diversion to another information service facility

Internal Follow-me

All calls to your extension are diverted to another extension of your choice (within the private network). During Follow-me you will hear a special dial tone. You can still make calls as usual.



Order from your own extension

Lift the handset.

Dial and enter the answering position number.

Note: U.K., dial *2* No.



Press and replace the handset.



Cancel from your own extension

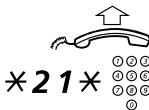
Lift the handset.

Dial.

Note: U.K., dial #2#



Replace the handset.



Redirect from answering position

If you are in another room, you can still answer your calls by forwarding them to where you are.

Lift the handset.

Dial and enter your own extension number.

Note: U.K., dial *2* No.



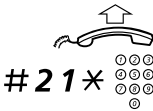
Press and enter the Diversion number.



Press and replace the handset.

Calls are diverted to the answering position.

Note: Internal Follow-me must be ordered from your own extension before you can redirect from answering position.



Cancel from answering position

Lift the handset.

Dial and enter your own extension number.

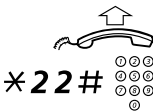
Note: *U.K., dial # 2 * No.*



Press and replace the handset.

External Follow-me

If external Follow-me is allowed, you can have all calls to your extension diverted to an external number of your choice. A special dial tone will be heard. You can still make calls as usual.



Order

Lift the handset.

Dial and enter the digit or digits to get an external line and enter the external number.



Press and replace the handset.



Cancel

Lift the handset.

2 2

Dial.



Replace the handset.

Personal Number (optional)

With this function you can be reached on your normal office phone number even if you are in another room, out of the office or at home, etc.

Depending on the functionality of your office exchange, you can have either one individual single search profile or you can choose between five individual search profiles (optional).

A search profile can be designed to fit the situation, i.e. in the office, traveling, at home, etc. Both internal or external phone numbers can be used in a profile.

At your request, the search profiles are programmed or modified by your system administrator. See section "[To design and order your search profiles](#)" on page 48.

When the function is activated, incoming calls are transferred to different phones or to back-up services in the order you choose. If an answering position in the profile is busy, the call can be transferred to another predefined position in the profile, i.e. voice mail or a colleague. You can activate the function from your own office phone or when out of the office, by using the Direct Inward System Access function (DISA).

To activate or change to another profile from your office phone



Lift the handset.

*** 1 0 ***

Dial.

(1 – 5)

Press the search profile digit.



Press and replace the handset.

Note: When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform about your absence. If voice mail is included in the activated profile, always update your greeting with absence information.



To cancel from your office phone

Lift the handset.

Dial.

Replace the handset.

To activate or change to another profile from an external phone

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).



Call the DISA function at your office.

Dial tone.

*** 7 5 ***

Dial.



Enter the authorization code and press.



Dial your own extension number and press.

Dial tone.

*** 1 0 ***

Dial.



Dial your own extension number and press.

(1 - 5)

Press the search profile digit.



Press and replace the handset.

Note: When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform about your absence. If voice mail is included in the activated profile, always update your greeting with absence information.



75





#

#10*



#



To cancel from an external phone

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).

Call the DISA function at your office.

Dial tone.

Dial.

Dial the authorization code and press.

Dial your own extension number and press.

Dial tone.

Dial.

Dial your own extension number and press.

Replace the handset.

To design and order your search profiles

The search profiles are installed or changed by your system administrator. In order to set up your profiles, copy the setting form, fill in your new or changed profiles and give it to your system administrator.

Note: *If a profile handling application is connected to your system, you can edit profiles via your Intranet. See separate instructions for the application.*

Important notes when designing your search profiles:

- Avoid ring times longer than 45 seconds for your profiles.
Usually the caller hangs up after 3-6 ring signals. If you need a longer ring time, the maximum time is 60 sec.
- Consider the time you need to react and answer on each answering position in your profile.
You might need up to 15 seconds to react and answer a call on a desk or cordless phone and 20–25 seconds for a mobile phone.
- There must be an answering position at the end of every profile (Voice mail or operator/secretary).
If not, calls might end up unanswered.
- Consider what should happen while you are busy on a phone.
The available options are:
 - *Diversion to voice mail*
 - *Diversion to the operator*
- If an answering machine, a fax or other answering device is used as an early answering position, it might interrupt the searching.
Disconnect the answering device, or design the ring times so they do not affect the searching.
- If your system admits just one single personal profile, design the profile only with your 2–3 most frequently used positions.
If you add more numbers, there is a risk that the caller hangs up before a latter position is called.
- If your system admits 1–5 personal profiles, design the different profiles to fit your most frequently used positions.
Make sure you use as few answering positions as possible for each profile. Profile examples:
 - *In office*
 - *At home*
 - *Traveling*
 - *Absent/not reachable*

Example:

How to fill in your setting form for search profiles:

Profile 1

In office

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	Desk	1234	10
2	Cordless	5234	15
3	Voice mail		

** Examples: Desk, Cordless, Mobile, External, Voice mail, Operator, etc.*

Profile 2

At home

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	External	222222	20
2	Mobile	0706666666	25
3	Voice mail		

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

* Examples: Desk, Cordless, Mobile, External, Voice mail, Operator, etc.

Profile 2

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 3

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 4

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 5

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Absence Information (optional)

The absence information is used to inform callers why you are absent and when you return. If you are authorized, you can also enter absence information for another extension from your own extension.

Order

Example: Back on September 15 (=0915).



Lift the handset.

23

Dial.

(0-9)

Enter the absence code.

Note: The absence codes consist of one digit which depends on the system connected to the exchange. Contact your system administrator regarding the available absence codes.

***0915**

Press and enter the date (MMDD) or time (HHMM) of your return.

Notes:

If no return time or date is needed, this step can be skipped.

The order in which the date is stated is system dependent.



Press and replace the handset.



2 3



Cancel

Lift the handset.

Dial.

Replace the handset.

The programmed information is erased.



*** 2 3 0 ***



(0 - 9)

*** 0 9 1 5**



Order for another extension

Lift the handset.

Dial.

Dial the extension number and press.

Enter the absence code.

Press and enter the date or time of the other person's return.

Press and replace the handset.



2 3 0 *



Cancel for another extension

Lift the handset.

Dial.

Dial the extension number and press.

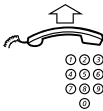
Note: If the special dial tone is received, the authorization code for the other extension is required. Add the code and press **#** before replacing the handset.

Replace the handset.

Messages

Manual Message Waiting (MMW)

If the called extension does not answer, you can send a Message Waiting signal to that extension (if this feature is allowed). When there is a message waiting for you, the message lamp is flashing, and you will hear a special dial tone after lifting the handset.



Answer

Lift the handset.

Dial the number to your message retrieval center (e.g. operator) and ask for your message.

***Note:** If the number to your message retrieval center has been programmed on the key with the Message Waiting lamp, you can also press that key.*



Cancel MMW at your own extension

Lift the handset.

Dial.

Replace the handset.



*** 3 1 ***



Order MMW to another extension

Lift the handset.

Dial.

Dial the extension number.

Press and replace the handset.



3 1 *



Cancel MMW to another extension

Lift the handset.

Dial.

Dial the extension number.

Press and replace the handset.

Voice mail (optional)

This integrated function allows you to leave a voice message to the caller when you are unable to answer calls, e.g. when out of office, in a meeting, etc. The caller can then leave a message in your mailbox. When back in office, you can enter your mailbox and listen to the messages received. Received messages are indicated with the Message Waiting lamp.

You can choose to divert all incoming calls to your mailbox, or calls when there is no answer, or calls when your phone is busy.

When you enter your mailbox, you will hear recorded instructions on how to handle listening, recording, storing and deleting messages, and how to change your security code.

To activate and deactivate your mailbox

For all incoming calls:

See “[Diversion](#)” on page 41 (function code 21). Use the number to the voice mail system as the “answering position number”.

When incoming calls get no answer:

See “[Diversion](#)” on page 41 when there is no answer (function code 211).

When incoming calls get a busy tone:

See “[Diversion](#)” on page 41 when caller receives a busy tone (function code 212).

To enter your mailbox

From your office phone:



Lift the handset.



Dial the number to the voice mail system.

Note: *If the number to the voice mail system has been programmed on the key with the Message Waiting lamp, you can also press that key to enter the mailbox.*

If you are asked to enter your security code:



Enter your security code.

Code at delivery = your extension number.

Follow the recorded instructions.

From another phone:



Lift the handset.



Dial the number to the voice mail system.

If you are asked to enter your security code (the used phone has a mailbox of its own):

#

Press.



Dial your mailbox number.

(normally your office extension number)



Enter your security code (if required).

Follow the recorded instructions.



To enter someone else's mailbox

Lift the handset.

Dial the number to the voice mail system.

***Note:** If the number to the voice mail system has been programmed on the key with the Message Waiting lamp, you can also press that key to enter the mailbox.*

If you are asked to enter your security code (the used phone has a mailbox of its own):

#



Press.

Dial the mailbox number.

(normally the office extension number of the other person)

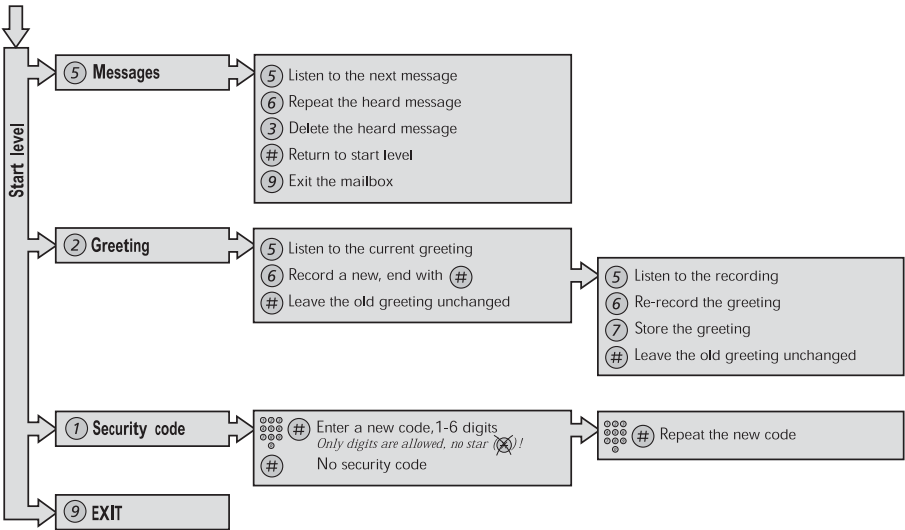


Enter the security code of the other person (if required).

Follow the recorded instructions.

To handle the mailbox

Recorded information on the line tells you the number of new and stored messages. If you have too many messages stored, you will first be asked to delete saved messages. Recorded instructions ask you to press different digits in order to listen to callers' messages, record your own greetings, change your password or exit your mailbox, etc. The following diagram gives an overview of the mailbox system and the digits to be used.



Group Features

Group Call-pick-up

People working in a team can have their phones programmed by their system administrator to form Call-pick-up groups.

In a Call-pick-up group, any member can answer any individual call to group members.



8

Lift the handset.

Press to answer.

Notes:

One Call-pick-up group can serve as an alternative to another group. Calls to the alternative group can only be answered when there are no calls to your own group.

*Finland and Sweden, press **0***

Common bell group

Calls are signalled on a common bell.



8

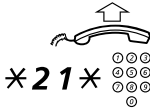
Lift the handset.

Press to answer.

Note: *Finland and Sweden, press **0***

Group Hunting

As a member of a group of extensions that is called by a common number, you can temporarily leave the group.



Lift the handset.

Dial and enter your own extension number.

Note: U.K., dial *2* No.



Press and replace the handset.

To re-enter the group



Lift the handset.

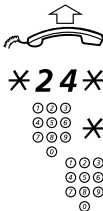
Dial.

Note: U.K., dial #2#



Replace the handset.

If you are authorized, you can divert all calls to a group, to another extension or to another group:



Lift the handset.

Dial.

Dial the number of the group to be diverted and press.

Dial the extension number of the new answering position.



Press and replace the handset.

To cancel the Diversion:



Lift the handset.

Dial.

Dial the number of the group that has been diverted.



Press and replace the handset.

Other Useful Features

Alarm Clock

If you want the phone to remind you, for instance of a meeting, you can use the integrated Alarm Clock function.

Program an alarm

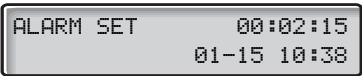
In idle mode:



Press.

Press.

The display shows the current setting (example):



The date and time format of the alarm depends on the date and time settings. For more information, see section “[Date and Time](#)” on page 73.

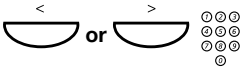
Note: *If no alarm has been set, the default date- and time is displayed (01-01 12:00).*



Enter the month, day, hour, and minutes for the alarm.

You can only change the flashing position. If you have entered a number (0-9) the cursor goes to the next position automatically.

Note: *To program a daily alarm, set the date to 00-00.*



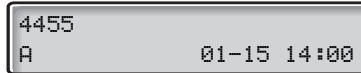
In case of a typing error:

Use the Scroll keys to move the cursor and re-enter digit.



Press to save and exit.

To indicate that an alarm has been set, an "A" appears in the lower line on the left:



Delete a programmed alarm

In idle mode:



Press.



Press.

The alarm is cancelled and the phone returns to idle mode.

Check alarm status



Press.

The display shows the date and time for the current alarm setting.



Press again to finish the procedure.

The phone returns to idle mode.

Confirm alarm

When an alarm occurs, you hear a special alarm signal. Furthermore, the display and all key lamps are flashing rapidly.



Press to snooze the alarm.

The alarm is repeated 2 times in 5 minute intervals.

or.



Press to turn the alarm off.

You can also press any key except the Pause key.

Notes:

If an alarm occurs during programming, the programming is terminated, the phone returns to idle mode and all changes are discarded.

If an alarm occurs when your phone rings, the alarm signal will have priority.

If no key is pressed to confirm an alarm, the snooze function is automatically activated.

A daily alarm is re-activated directly after it has been confirmed (or snoozed three times).

Account code (optional)

This function is used to charge a call to an account number or to prevent unauthorised calls from your phone. The account code can have 1 to 15 digits.



*** 6 1 ***

Lift the handset.

Dial.

Note: *Finland and Norway, dial * 7 1 **



Dial the account code and press.

Dial tone.



Dial the digit or digits to get an external line and the external number.

Ongoing external call

When used to charge a call it is also possible to connect an ongoing external call to an account code. During the call:



*** 6 1 ***

Press and replace the handset to put the call on hold.

Dial.

Note: *Finland and Norway, dial * 7 1 **



Dial the account code and press.

Dial tone.

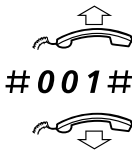


Lift the handset to resume the call put on hold.

General Deactivation

The following features can be simultaneously cancelled:

- Callback (all Callbacks are cancelled).
- Diversion/Internal and External Follow-me.
- Manual Message Waiting/Message Diversion.
- Do not disturb.



Order

Lift the handset.

Dial.

Replace the handset.

Night Service

When the exchange is in Night Service mode, all your incoming calls to the operator are transferred to a selected extension or group of extensions. The exchange is equipped with three different Night Service modes:

Common Night Service

All incoming calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Individual Night Service

Selected external calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Universal Night Service

All incoming calls to the operator are transferred to a universal signalling device, e.g. the common bell. Answer the call as described in section “[Common bell group](#)” on page 60.

Hot line

Ask your system administrator if you require this function.

Delayed Hot line

When the handset of the delayed Hot line phone is lifted, a Call Duration is started. If no digit is pressed before time out, a call is automatically generated to a specific extension or external line. If a digit is pressed before Time out, the phone works as an ordinary phone.

Note: *This function is only available in newer versions of the telephone exchange.*

Direct Hot line

The same function as described above, but no delay. Only Hot line calls can be placed from this line. To be used e.g. as alarm phone, door phone etc.

Alarm extension

An extension can be programmed by your system administrator as an Alarm extension. A call to an Alarm extension obtains automatic Intrusion if the extension is busy. Up to seven calling parties may be connected at the same time.

Emergency mode

In the event of an emergency, the operator can set the exchange into Emergency mode, during which only preprogrammed extensions are permitted to make calls.

Data communication

Your phone can be used together with a PC as an integrated voice and data terminal. Contact your system administrator if you require this function.

DISA = Direct Inward System Access (optional)

If you are assigned to use this function and you are working externally, you can call your office and get access to an external line in order to make business calls. The business call will be charged your office extension number or an account number. You will just be charged for the call to the office.

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).

After a completed DISA call you must hang up before a new DISA call can be made.

Depending on the type of authorization code and if an account code is used, different procedures must be used:

With common authorization code



Call the DISA function at your office.

Dial tone.

*** 7 2 ***

Dial.



Dial the authorization code and press.

Dial tone.



Dial the external number.



With individual authorization code

Call the DISA function at your office.

Dial tone.

75

Dial.



Dial the authorization code and press.



#

Dial your own extension number and press.

Dial tone.



Dial the external number.

Settings

The Dialog 4186 phone is equipped with a couple of setting options, you can for instance set and adjust a personal volume and ring signal.

Handset, headset and loudspeaker volume

There are three separate volume settings, one for the handset, one for the headset and one for the loudspeaker. Use the Volume keys to change the volume of the handset, headset or loudspeaker during a call.

- Adjust the handset listening volume when the handset is off hook.
- Adjust the headset listening volume when the headset is activated.
- Adjust the loudspeaker volume when dial tone is heard via the loudspeaker.



Press to change the volume.

There are 8 steps from minimum to maximum level.

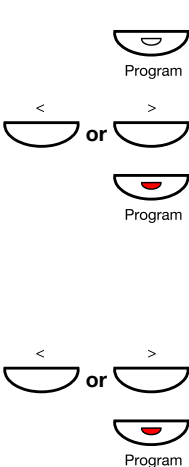
Programming of ring signal

By programming, you can adjust the ring character and ring volume. To change the ring character and volume, you have to enter the programming mode.

Programming the ring volume

You can choose between four settings for the ring signal volume: *auto*, *low*, *medium* and *high*.

Note: *The default setting is AUTO. The AUTO ringing starts in a low volume, the third and fourth ring signal are in a medium volume and the fifth and following signals are in a high volume.*



In idle mode:

Press.

Select the RINGER VOLUME menu.

Press.

The display shows the current setting, for example:



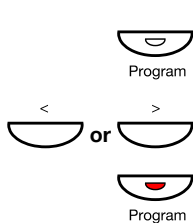
Select AUTO, LOW, MEDIUM or HIGH.

The phone rings with the selected volume.

Press to save and exit.

Programming the ring character

You can choose between 10 different ring characters.



In idle mode:

Press.

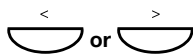
Select the RINGER CHARACTER menu.

Press.

The display shows the current setting, for example:



Note: *The default setting is 0.*



Select a ring character.

The phone rings with the selected character.

or.



Enter a digit (0-9).

The phone rings with the selected character.



Press to save and exit.

Date and Time

Your telephone has a built in clock, which is displayed when the handset is on-hook (idle phone). The flashing colon between hour and minute indicates that the clock is running.

Note: A mains power failure longer than 2 minutes, resets the programmed date and time to the factory programmed setting.

Programming date and time

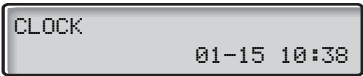
In idle mode:

Press.

Select the CLOCK menu.

Press.

The display shows the current setting, for example:



Enter the month, day, hour, and minutes.

You can only change the flashing position. If you have entered a number (0-9) the cursor goes to the next position automatically.

Notes:

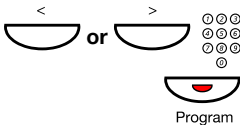
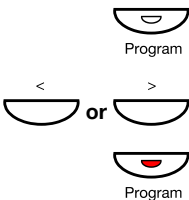
You always have to enter two digits for a position. For example, if you would like to program 1st of February 2004, 9 o'clock and five minutes, you have to enter: 02 (month), 01 (day), 09 (hour), and 05 (minutes).

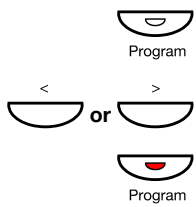
If you enter a date that is not relevant (e.g. date 32), a flashing letter indicates the mistake. You must enter a correct value to be able to continue.

In case of a typing error:

Use the Scroll keys to move the cursor and re-enter digit.

Press to save and exit.





Programming the time and date format

In idle mode:

Press.

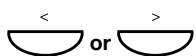
Select the CLOCK DISPLAY menu.

Press.

The display shows the current setting, for example:



Note: *The default setting is 12-31 24:00.*



Select a time and date format.

Five different time and date formats are available:

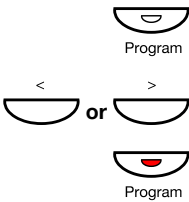
- MM-DD 24-hour mode (e.g. 12-31 24:00)
- MM-DD 12-hour mode (e.g. 12-31 12:00)
- DD-MM 24-hour mode (e.g. 31-12 24:00)
- DD-MM 12-hour mode (e.g. 31-12 12:00)
- Off - no time and date information is shown in the display



Press to save and exit.

Telephone ID

You can program your phone with your extension number or your name. This information is called Telephone ID and will appear in the display's upper line (left side).



In idle mode:

Press.

Select the TELEPHONE ID menu.

Press.

The display shows the current setting, for example extension number 4455:



Note: *By default there is no name or number. Only the flashing cursor is shown.*



Enter your telephone ID.

This can be your extension number, your name or any other relevant information (maximum 12 digits or characters). A previously stored number or name is automatically erased when you enter a new character.

To edit a previously stored telephone ID, see section [“Write text and numbers”](#) on page 36.



If you want to delete the entire telephone ID:

Press until no characters are left.



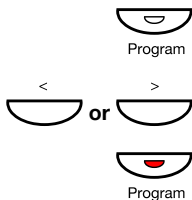
Press to save and exit.

Set the number of programmable keys

Your phone can store 10 or 20 numbers on the programmable keys. If you set up your phone for 10 numbers, each programmable key stores only one number (first level). If you choose the 20 number option, you can program each key with two numbers (first and second level).

To program directory numbers on the programmable keys, see section “[Dial By a Function Key](#)” on page 24.

In idle mode:



Press.

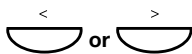
Select the 10 OR 20 MEM POSITIONS menu.

Press.

The display shows the current setting, for example:



Note: *The default setting is 10.*



Press to toggle between 10 or 20 programmable keys.

Notes:

If you change the setting from 10 keys to 20 keys, all previously programmed numbers are accessible by pressing the key one time (first level).

If you change the key setting from 20 keys to 10 keys, the second level numbers (accessed by double press) are not deleted.



Press to save and exit.

Flash time

The default flash time (timed break) is 100 ms, but some systems require a different flash time for the R-key. A flash time between 0 and 999 ms can be set.

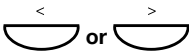
Note: Do not change the flash time without consulting your system administrator first. An incorrect flash time can disable the flash function.

Changing flash time

In idle mode:



Press.

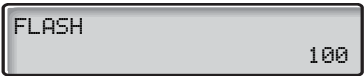


Select the FLASH menu.

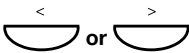


Press.

The display shows the current setting, for example:



Note: The default setting is 100 ms. Valid entries are all flash times between 0 and 999.



Press to select the required value.

Steps of 10 ms.

or.



Enter the required value.

This way, you can set the flash time in precise steps of 1 ms.



Press to save and exit.

Pause length

The default pause length of the “wait-for-dial-tone pause” is 1700 ms, but you may need another pause length when calling another system. A pause length between 0 and 9999 ms can be set.

Note: Do not change the pause length without consulting your system administrator first. An incorrect pause length can disable the pause function.

Changing pause length

In idle mode:

Press.

Select the PAUSE menu.

Press.

The display shows the current setting, for example:



Note: The default setting is 1700 ms. Valid entries are all numbers between 0 and 9999.

Press to select the required value.

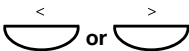
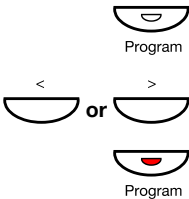
Steps of 100 ms.

or.

Enter the required value.

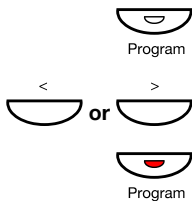
This way, you can set the pause length in precise steps of 1 ms.

Press to save and exit.



Enable/Disable the Call Timer

You can turn the Call Timer in the display on or off. For more information about the Call Timer, see section “[Call Timer](#)” on page 34.



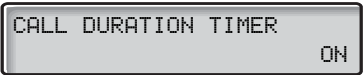
In idle mode:

Press.

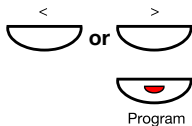
Select the CALL DURATION TIMER menu.

Press.

The display shows the current setting, for example:



Note: The default setting is ON.



Press to toggle between ON and OFF.

Press to save and exit.

Headset Preset

By default, Headset Preset is automatically activated when you connect a headset to the headset outlet on the telephone. When the headset is disconnected, the function will be automatically deactivated.

Calls that are made via a function key are automatically connected to the headset, there is no need to press the Headset key.

If you do not want to use Headset Preset when you use a headset on your telephone, you must manually deactivate the function.

Activate/Deactivate Headset Preset

In idle mode:

Press.

Select the HEADSET PRESET menu.

Press.

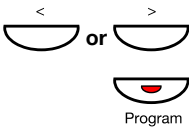
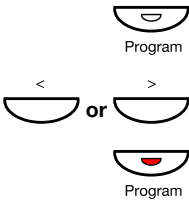
The display shows the current setting, for example:



Note: *The default setting is ON.*

Press to toggle between ON and OFF.

Press to save and exit.



Headset Ringing

Note: To use this function, an optional headset must be connected to your phone.

If this function is activated, you will hear the first two incoming ring signals as beeps in the headset. The 3rd and the following ring signals are sent to the ringer as well.

Activate/Deactivate Headset Ringing

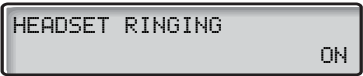
In idle mode:

Press.

Select the HEADSET RINGING menu.

Press.

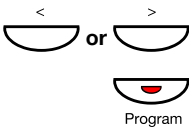
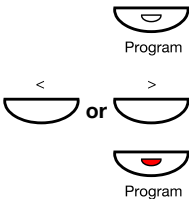
The display shows the current setting, for example:



Note: The default setting is ON.

Press to toggle between ON and OFF.

Press to save and exit.



Hearing aid compatibility

The telephone has a built-in inductive coupler for the hard-of-hearing. To use the telecoil in a hearing aid while telephoning, switch the hearing aid in its T position.

Message Waiting indication

Your incoming messages can be indicated by a rapidly flashing Message key. There is a risk that the line leads could be twisted after installation (the Message Waiting LED will be on when there is no Message Waiting signal and will go off when there is a Message Waiting signal). To solve this problem there are three possible settings for the Message Waiting indication:

- **STD** This setting should be used when no Message Waiting indication is required. This is also the default setting upon delivery.
- **MW+**. Use this position when Message Waiting indication is required and the line cabling is straight.
- **MW-**. Use this position when Message Waiting indication is required and the line cabling is twisted.

At the bottom side of your phone:



Slide the switch to the required position.

Enable/Disable function key programming

Via a switch it is possible to enable or disable programming of the function keys. When the switch is set in the **Off** position, programming is not possible (i.e. the memory content is locked).

At the bottom side of your phone:



Slide the switch to the required position.

Accessories

Headset (optional)

How to install the headset, see section [“Installation” on page 85](#). You can adjust the volume of the headset, see section [“Handset, headset and loudspeaker volume” on page 70](#).

To learn more about the headset functionality, see also sections [“Headset Preset” on page 80](#) and [“Headset Ringing” on page 81](#).

The following headset functions are available:

Answer calls

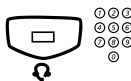


Press to answer.

The Headset key lamp is turned on.



Press to terminate the headset call.



Make calls

Press and dial the number.

The Headset key lamp is turned on.

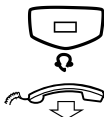


Press to terminate the call.



From headset to handset

Lift the handset.



From handset to headset

Press.

The Headset key lamp is turned on.

Replace the handset.



From headset to handsfree

Press.



From handsfree to headset

Press.

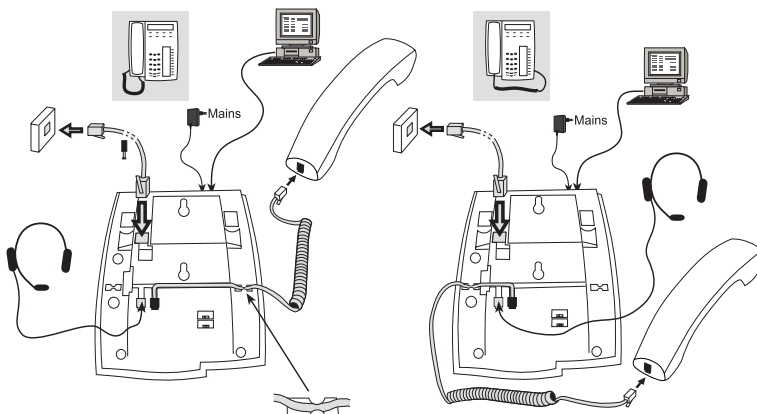
The Headset key lamp is turned on.

Installation

Install cables

Handset cable to the left

Handset cable to the right



You can put the cable to the handset in the notch underneath the telephone. Install the cables in the correct outlets, i.e.:

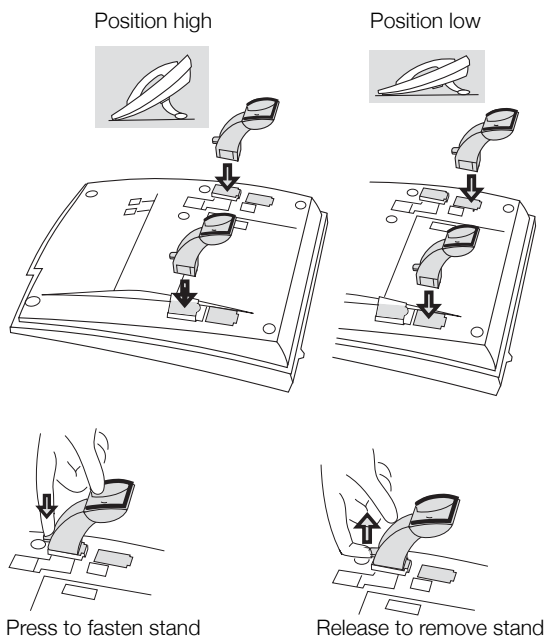
- Cable to the exchange is plugged in “LINE”
- Handset cable is plugged in “HANDSET”
- Headset cable is plugged in “HEADSET”
- Power cable is plugged in “POWER”
- Modem or PC is plugged in “DATA PORT”

Note: For headset servicing and replacement, contact your local service centre or retailer shop.

To change cables:

Use a screwdriver to unlock the stop, and remove the cable.

Install stands and adapt telephone



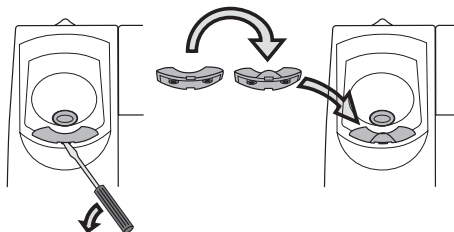
Install card

Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for MD110 Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.

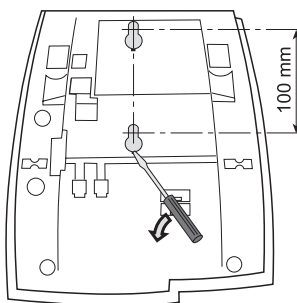


Wall mounting

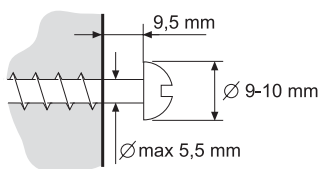
The phone can be wall mounted without using a special console. Useful for instance in conference rooms or public areas.



- 1 Use a screwdriver to remove the handset hook.**
- 2 Turn the hook upside down and insert.**



- 3 Use a screwdriver to remove the two plastic covers.**
- 4 Drill wall holes according to measure.**



- 5 Mount screws according to measures and attach the phone.**

Placing the telephone

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
 - Do not place your telephone near sources of extreme heat, e.g. near the radiator.
 - Make sure that the line cable isn't creased.
-

Cleaning the telephone

Use a slightly moistened (not wet) soft cloth or an anti-static cloth and wipe off the telephone carefully. Do not use rough cloth, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.

Troubleshooting

This section contains information on how to solve common operational problems. Go through the following steps if you encounter any problems. If this does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault check list

- 1. Make sure your telephone is connected to an analog line.**
- 2. Read the Installation chapter.**
Make sure that you have done everything correctly and that everything is properly connected.
- 3. Disconnect all extra equipment.**
If your telephone is working properly when done, the problem lies in the extra equipment.
- 4. Connect a functioning telephone instead of the faulty one.**
If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.
- 5. Check for operational problems.**
If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

Glossary

<i>Exchange</i>	Switch. Your telephone switching system, e.g. MD110 Communication System.
<i>Idle mode</i>	The state your phone is in when nothing is activated; not calling, not ringing, not diverted etc.
<i>Least Cost Routing</i>	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).
<i>Speed Dialing number</i>	Abbreviated number or short number, used for making frequently used numbers faster to dial.
<i>Third party</i>	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.

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